

COMPASS is “...a comprehensive overhaul of the way FMCSA collects, manages, and conveys safety information.”
– Annette M. Sandberg
Administrator, FMCSA

What is COMPASS?

COMPASS is an FMCSA-wide program that is focused on transforming the way FMCSA does business by integrating the Agency’s information technologies with its business practices. COMPASS is about more than technology—it’s about helping FMCSA achieve its mission of reducing commercial motor vehicle crashes, injuries and fatalities. COMPASS will enhance the effectiveness of the people using the technology. And with the passage of the E-Government Act of 2002, FMCSA is required to make the best use of technology to align our supporting information technology (IT) systems with our business processes.

The COMPASS team has been actively meeting with and soliciting input from our Federal field staff and our State partners. Better understanding the work being done by our people in the field helps us come up with solutions that will make life easier for staff so they can be even more responsive to our customers. COMPASS will give FMCSA staff and our State partners the tools they need to improve the way we serve our customers.

How is COMPASS going to help us?

The overall COMPASS program objectives are to:

- Increase organizational agility and improve customer service by aligning supporting technology with optimized business processes
- Reduce operation and maintenance costs by using best-in-class technology to connect people, processes, and information across FMCSA
- Increase productivity and efficiency by simplifying information access and reporting
- Result in better policy and program decisions on safety by improving data quality and reliability

Some more specific and tangible benefits include:

- Improved system access through simple sign-on and easier navigation
- Simplified information reporting and data capture
- Enhanced work processes for information routing and service delivery
- Improved data quality
- Improved (more user-friendly) interface with FMCSA’s Web-based technologies

Who is sponsoring COMPASS, and what is the timeline?

COMPASS is sponsored by Terry Shelton, Associate Administrator for Research, Technology, and Information Management and Chief Information Officer (CIO) for FMCSA. Ed Dorris, Deputy CIO, manages the daily operations of the program.

The CIO’s office initiated the program in 2004, and the program will extend until 2010. During this time, COMPASS will build, test, and roll out new services and systems to FMCSA staff, State partners, and FMCSA customers.

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